

July 29, 2026

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: 2026 Annual Lifeline Data Request

To Whom It May Concern:

Conexon Connect LLC ("Conexon") hereby submits its Annual 2026 Lifeline Data Request responses. Per the Florida Public Service Commission's request, please place Conexon's data request responses in Docket No. 20260000. Should you have any questions or concerns, please do not hesitate to give me a call at 816-710-9177.

Sincerely,

/s/ Mark Koval

Mark Koval
Senior Regulatory Program Manager
Conexon LLC

Enclosures

CONEXON CONNECT LLC
2026 LIFELINE DATA REQUEST RESPONSES
CONFIDENTIAL VERSION

Below are the Conexon Connect LLC ("Conexon") responses to the Florida Public Service Commission's July 1, 2026, Lifeline data request. The Conexon contact name and email address are as follows:

Contact Name: Mark Koval, Sr. Regulatory Program Manager

Email Address: mark.koval@conexon.us

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response:

**Conexon Connect Lifeline Customers
Month By Month**

Month	Voice	Broadband	Voice and Broadband
June 2026	0	114	9
May 2026	0	116	9
April 2026	0	109	7
March 2026	0	109	8
February 2026	0	106	8
January 2026	0	98	8
December 2025	0	93	8
November 2025	0	90	8
October 2025	0	84	8
September 2025	0	77	8
August 2025	0	70	9
July 2025	0	56	9

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: Conexon does not have any Lifeline customers that qualify for Tribal support.

3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Response: Conexon does not offer Transitional Lifeline and has no obligation to offer this service.

4. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: Not applicable. See response to Item 3 above.

5. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.

Response: Conexon Connect LLC offers Lifeline plans for the following services: voice only VoIP, 100 Mbps broadband, 200 Mbps broadband, 1 Gbps broadband, 2 Gbps broadband, and 5 Gbps. Please visit <https://www.conexonconnect.com/> for information regarding the services. All plans meet the FCC's minimum service standards.

6. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

Response: Conexon Connect's member services representatives are trained on the specifics of Lifeline to enable them to fully explain the program and help the customer understand the benefits available, including the cost of service once the Lifeline benefit is applied. Customers complete everything online, with service representatives assisting them with the sign-up process. Agents educate customers on the discount available if the customer qualifies for the Lifeline benefit and is approved. In addition, Conexon's service representatives explain when the discount goes into effect, and that only one discount is allowed per household. Agents are trained to answer follow-up questions with the goal of ensuring clarity for customers.

- b. Outreach and educational efforts involving participation in community events.

Response: Conexon Connect participates in local events, festivals and other community gatherings in the markets where Connect service is offered. During these events, promotional materials are distributed. All include a QR code which directs users to the Conexon Connect LLC website, which includes information on Lifeline.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: Conexon Connect's marketing activities are designed to align with and encompass its geographic footprint rather than more traditional larger geographic media market areas. This requires a very targeted marketing approach using media such as direct mail, geofencing, digital advertising, and email outreach versus solely traditional mass media (radio, newspaper, etc.). Digital advertising includes streaming video ads and, in some markets, efforts include radio.

- d. Copies of Lifeline outreach materials used by your company.

Response: See Exhibit A for copies of Conexon's outreach materials.

- e. Links to any Lifeline information available on your company's website.

Response: The link to Conexon's Lifeline information is:

<https://conexonconnect.com/assistance-programs/lifeline/>

- f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.

Response: Connect generally partners with the local electric cooperative and shares all promotional materials for display in co-op offices where appropriate. This may include a standalone Lifeline flyer.

- g. List all brands the company offers Lifeline under.

Response: All Lifeline services are offered under the Conexon Connect brand name.

- h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.

Response: Not applicable.

- i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: The increase in Lifeline subscribers during the last 12 months is attributed to two factors: 1) Conexon continues to build out its network and now offers Lifeline service in additional areas, and 2) Conexon's ongoing advertising and community outreach efforts.

7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: No. Customers are directed to the Assistance Programs tab on the Conexon Connect website where they will select the Lifeline program from the pull-down menu. Upon reaching the Lifeline webpage, customers will see a link to the National Verifier system under the heading of How to Apply in Two Easy Steps.

8. Within the last year, has any of the following events occurred:

- a. Filed for bankruptcy? If yes, please identify the chapter and the date filed.

Response: No.

- b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: No.

- c. Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: No.

9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Response:

John Beaudoin
Senior Director, Regulatory Compliance
(816) 710-9241
John.beaudoin@conexon.us

EXHIBIT A

Conexon Connect LLC

Lifeline Outreach Materials

Exhibit A

CONEXON CONNECT LLC
DIRECT MAILING LIFELINE FLYER

A BETTER CONNECTION AWAITS

Your neighbors made
the switch. Have you?



LOCALLY FOCUSED
HIGH-SPEED FIBER INTERNET



SAY GOODBYE TO BUFFERING

Our fiber connection is designed to ensure you stay ahead of the digital curve.

Basic Package

Swift 100 Mbps

\$49.95

per month

Premier Package

Supercharged 1 Gig

\$79.95

per month

Ultimate Package

*Fiber-fast 2 Gig**

\$99.95

per month

Scan below to
get connected!



Become a part of your connected community.

Visit ConexonConnect.com or call 1-844-542-6663

You may be eligible to save up to \$9.25 off your monthly bill through the Federal Lifeline program.

Learn more at ConexonConnect.com/Lifeline.

**Upload speeds may vary. See ConexonConnect.com for more details.*

Exhibit A

CONEXON CONNECT LLC
COMMUNITY OUTREACH
INFORMATIONAL CARD

Lower your monthly bills with Connect Access

Available to households who qualify for Federal Lifeline Assistance. (\$9.25 monthly benefit)

- ▶ Broadband service: 100 Mbps symmetrical
- ▶ Unlimited usage: \$40.00 plus applicable taxes and fees
 - *(\$40.00 = \$49.25 base price - \$9.25 Lifeline benefit)*
- ▶ Only one Connect Access Package and Lifeline benefit allowed per household

For more info and package options, visit **ConexonConnect.com** or call **844-542-6663**



*Conexon Connect's Access package is only available to those who qualify for Federal Lifeline assistance and apply the benefit to Connect internet service. | *Federal Lifeline benefits are non-transferable and limited to one monthly discount per household. Lifeline is a federal government benefit program operated by the Federal Communications Commission (FCC) and upon its conclusion or when a household is no longer eligible, customers will be subject to the provider's regular rates, terms, and conditions. | *It is vital for all Lifeline applicants to provide a complete and accurate email address on all applications. | *Lifeline benefits are non-transferable and limited to one monthly internet discount per household. *If the Federal Lifeline Program ends, or when a household is no longer eligible, subscribers will be subject to provider's regular rates, terms and conditions.

MAKING CONNECTION MORE AFFORDABLE

Conexon Connect's Access package is here with discounts on fiber internet service!

The **Conexon Connect Access package** is an affordable plan that helps make reliable internet access a reality for qualifying households, allowing more people to participate fully in today's digital world.



APPLY FOR LIFELINE BENEFITS
TODAY AT

conexonconnect.com/lifeline